

THE ELMS MEDICAL PRACTICE NEWSLETTER



SEPTEMBER 2018 EDITION

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THE ELMS 'FLU FIGHTING CAMPAIGN'



STAY WELL THIS WINTER

Flu is a highly infectious illness that spreads rapidly through coughs and sneezes of people who are carrying the virus. Flu symptoms can hit quite suddenly and severely and they usually include; fever, chills, headaches and aching muscles, and you can often get a cough and sore throat. As flu is caused by a virus and not bacteria, antibiotics will not treat it. Anyone can get flu, but it can be more serious for certain people such as; people aged 65 or over, people with a serious medical condition or pregnant women. All our eligible patients will receive a letter inviting them in for their flu vaccination.

THERE ARE THREE TYPES OF FLU VACCINE THIS YEAR FOR OUR ELIGIBLE AT RISK GROUPS OF PATIENTS:

- The QIV (Quadrivalent Vaccine) - the injected flu vaccine for children aged 6 months to 2 years and adults 18 years to less than 65 years of age.
- The LAIV Vaccine (Live Attenuated Influenza Vaccine) - Nasal spray flu vaccine is for children and young people from 2 years old and less than 18 years of age. It is available each year on the NHS for 2 and 3 year olds plus children in reception class and school years one, two, three four and five. Over the next few years the programme will be extended to children in other year groups.
- The aTIV Vaccine (Adjuvanted Trivalent Vaccine) – the injected flu vaccine for all those 65 years of age and over.

The Elms Flu Clinics will be commencing the week of Monday 1st October 2018

For the first week, we will be offering 'Drop in Clinics' between 11:00 AM – 12:00 PM, NO APPOINTMENT REQUIRED! We will also have appointment booked clinics on Monday, Wednesday and Friday afternoons - please call our reception team to book or for further information.

**WE ARE ALSO HOLDING A DROP IN CLINIC AT OUR
BRANCH SURGERY IN BLACON -
SATURDAY 6TH OCTOBER 2018 9:00AM - 12:00PM
@ HOLY TRINITY CHURCH HALL CH1 5DZ**

ARE YOU OVER 50 AND NEED HELP USING NEW TECHNOLOGY?

Bring along your iPad, Laptops or smart phones to the event and "Digital Buddies" can help you get started on patient online access or other bits that can get you technology savvy in no time.

"Digital Buddies" in partnership with "The Elms Medical Practice" "Bright Life" and "Here and Now" locates and engages with individuals who are socially isolated and make no (or limited) use of digital technology.

"Here and Now" is the lead organisation in Chester in delivering digital learning to the older members of the Community. The project is run in partnership with "Bright Life" and funded by the Big Lottery Fund.

For more information contact Digital buddies

Tel: 07932 556 062

Email: Digitalbuddieshereandnow@gmail.com

DIGITAL BUDDIES HERE AND NOW

At the Elms Medical Practice

Are you over 50 and need help using new Technology ?.

Then bring along your Phone Tablet or Laptop or have a go on our I pads

Or you may wish to find out more about Patient online access
Then come along to the Elms Medical Practice at

2pm Thursday 13th September 2018
2pm Thursday 11th of October 2018
2pm Thursday 8th of November 2018
2pm Thursday 13th December 2018



The table below shows the monthly data for eConsults for the Elms from June 2018 that were submitted for our practice and is broken down into age category of the patient and time of submission.

Practice Age Groups	Age				Total	Time				Total
	15 - 24	25 - 44	45 - 64	65+		8:00 – 13:00	13:01 – 18:30	18:31 – 12:00	00:01 – 7:59	
The Elms Medical Practice	1	8	4	1	14	6	5	2	1	14

eConsult: An Overview

eConsult is a service that allows patients to consult with their GP by simply completing a quick online form via our website: www.elmsmedicalcentre.co.uk

It can help the GPS to deliver further access to patients by providing medical advice 24/7. Patients can check their symptoms anytime, anywhere, and receive medical treatment, advice and guidance, be it in the middle of the night or at your desk during the working day! It can help educate patients on how to self manage their symptoms at home and signpost them to the most suitable services that can provide effective treatment and solutions.

Patients simply enter your symptoms and receive advice within 48 hours such as ; self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.

Friends and Family Test Results August 2018

100% of our patients in August said they would be extremely or likely to recommend the Elms to their friends and family.



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
0	0	100

The Numbers

August 2018	★★★★★ 43
All	★★★★☆ 1
All	★★★☆☆ 0
44 Responses	★★☆☆☆ 0
2162 Appointments	★☆☆☆☆ 0
2% Response Rate	☆☆☆☆☆ 0
20 Verbose Responses	☆☆☆☆☆ 0

STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

THURSDAY 27TH SEPTEMBER

TUESDAY 23RD OCTOBER

TUESDAY 27TH NOVEMBER

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm. This means the Practice is not open to drop off or collect prescriptions – you need to use the drop off box provided at the main entrance of the Fountains Building.



Primary Care
Cheshire

**WELL BEING
CO-ORDINATOR
SERVICES FOR
PATIENTS**

Wellbeing Co-Ordinators work within GP surgeries and provide support and information to help registered Patients with surgeries to remain independent and manage long term conditions, health and wellbeing. Anyone can be referred who meets the criteria; over the age of 18, visit the practice often, have social needs as well as medical needs.

MAIN AIMS AND GOALS ARE:

- Building confidence to manage health conditions
- Finding out what groups and activities are available in your area
- To help use new technology
- Access services to support and maintain your home
- Providing contact information and encouragement of physical activity
- Introducing opportunities for you to socialise and meet new people
- Money matters, help with budgets and debt management
- Falls prevention, home assessments, education and balance classes
- Information and advice
- Housing issues e.g. rent arrears and evictions